



Attaching to and forming part of Certificate No:

M/04/08661

AMIRA

## COMPLAINTS PROCEDURE

If you have a problem concerning any aspect of your insurance please contact your Broker or Yachtsure:

Yachtsure,  
Gracechurch House,  
55 Gracechurch Street,  
London EC3V 0JP

If you are unable to resolve the situation and wish to make a complaint you can do so at any time by referring the matter to the Complaints Department at Lloyd's.

Their address is:

Complaints Department  
Lloyd's  
One Lime Street  
EC3M 7HA

Tel. 020 7327 5693  
Fax. 020 7327 5225

E-mail: [lloyds-regulatory-complaints@lloyds.com](mailto:lloyds-regulatory-complaints@lloyds.com)

Complaints that can not be resolved by the Complaints Department may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaints process.